



Enable[®]
NEW ZEALAND

YEAR IN REVIEW

2015 - 2016

THE MANAGEMENT TEAM



David Andrews
Operations Director



Greg Brogden
Finance Manager



Eileen Downing
Business Services and Information Systems Manager



Raewyn Cameron
Manager, Community Disability Support Services



Maria Greig-Anderson
Category Account Manager



Amanda Cockburn
Senior Project Manager



Hare Arapere
Kaupapa Māori Manager



Kerry Hammington
Customer Service Manager



Richard Hodgson
Procurement and Contracts Manager



Rachel Tatham, NZROT
Professional Advice Manager

Enable New Zealand: A brief history from 1974 to today

Early 1990s: Project ENABLE set up to provide disability information

1995: NZDRC wins Ministry of Health contracts to provide Equipment and Modifications Services for three regional health authorities

2000: Name changes to Enable New Zealand

1970s and 1980s

1974: New Zealand Aids and Appliances established at Palmerston North Hospital

Early 1980s: Name changed to New Zealand Disabilities Resource Centre (NZDRC)

1990s: National disability information bureau and library established

1990s

1997: NZDRC and EMS store moves to larger premises at 60 Bennett Street, Palmerston North

2002: Enable New Zealand is joined by Supportlinks (Needs Assessment and Service Coordination agency for older persons)

MESSAGE FROM

SCOTT AMBRIDGE

Enable New Zealand General Manager



in Palmerston North, which is constantly adding new services as demand requires. Enable New Zealand continues to grow and develop, adapting to the changing needs of our clients and updating our own knowledge to ensure we can provide the most up to date advice and assistance. As part of this journey we continue to move towards:

- supporting choice, independence and control
- a focus on family and whānau
- putting people at the forefront of our thinking and actions.

It's been an eventful, busy and satisfying year and we look to 2016/17 continuing in the same way.

Enable New Zealand's purpose is to support disabled people to live everyday lives in their communities. It embodies why our organisation exists and guides the decisions we make every day. Equally our values of compassion, respect, accountability and courage guide us to provide the best possible service to our clients, no matter how small or large their needs.

Earlier this year we launched our flagship EASIE Living and Demonstration Centre

2002: Enable New Zealand becomes division of MidCentral District Health Board

2005: Enable New Zealand moves to 69 Malden Street, Palmerston North

2011: Palliative Care Contract with Canterbury DHB starts

2016: EASIE Living Centre launched, 585 Main Street, Palmerston North

2000 to 2009

2010 to present

2003: Weka Disability Information website launched at parliament

2005: Short Term Equipment Loan system implemented at Southland DHB

2009: Enable New Zealand wins national ACC Housing Modifications Contract

2012: Enable Online system launched for Children's Spectacles Subsidy

2016: Enable New Zealand wins Ministry of Health Aid Hearing Services contract

ENABLE NEW ZEALAND PROVIDES...

Ministry of Health services –

Equipment, Housing Modifications, Vehicle Purchase and Modifications, Assessor Accreditation, Children's Spectacles Subsidy, Hearing Aid Services, Wheelchair and Seating Outreach Services, Housing Outreach Clinics, Disability Information & Advisory Services, Needs Assessment Service Co-ordination. **District Health Board services** – Equipment Purchasing, Short Term Loan Equipment, Hire Equipment. **ACC services** – Housing Modifications.

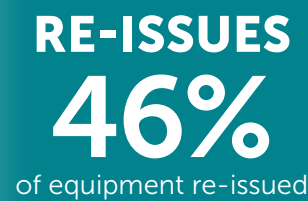
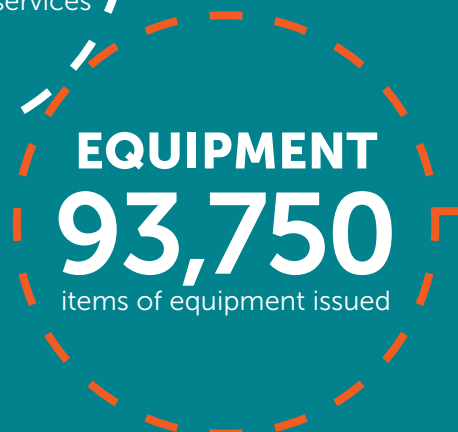
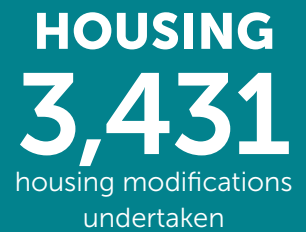
FACTS AND FIGURES

- Assets: \$4.2m
- Staff: 116
- Revenue and Managed Funds: \$139m
- Warehouse space: 4082m²

We specialise in:

- Community engagement
- Supporting people to have choice, independence, control
- Procurement of disability equipment
- Refurbishing and re-issuing equipment
- Housing modifications for people with disabilities

THE YEAR BY NUMBERS



MAKING A DIFFERENCE THROUGH EQUIPMENT

Demand for Enable New Zealand equipment services



Enable New Zealand is funded by the Ministry of Health to provide equipment and modification services to people with disabilities living in New Zealand. Our service area is from south of the Bombay Hills all the way to Stewart Island.

The 2015/2016 year saw higher demand for equipment than in previous years. More people received equipment services and more items of equipment were issued. The demand for services has been driven by a number of factors:

An ageing population

Our largest increase in costs has been in the over 65 age group, for mobility and positioning equipment. People are living longer and staying in their own homes. Often providing simple equipment solutions enables the person to carry out their daily tasks safely and remain independent. People aged 65 or over account for 16% of the total population in Enable New Zealand's service area. (Source: Statistics NZ June 2015)

More complex equipment solutions required

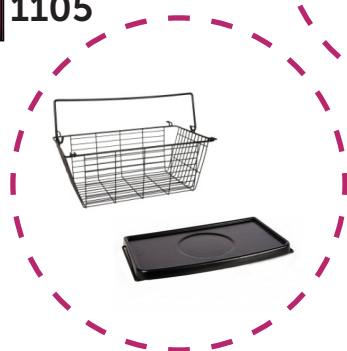
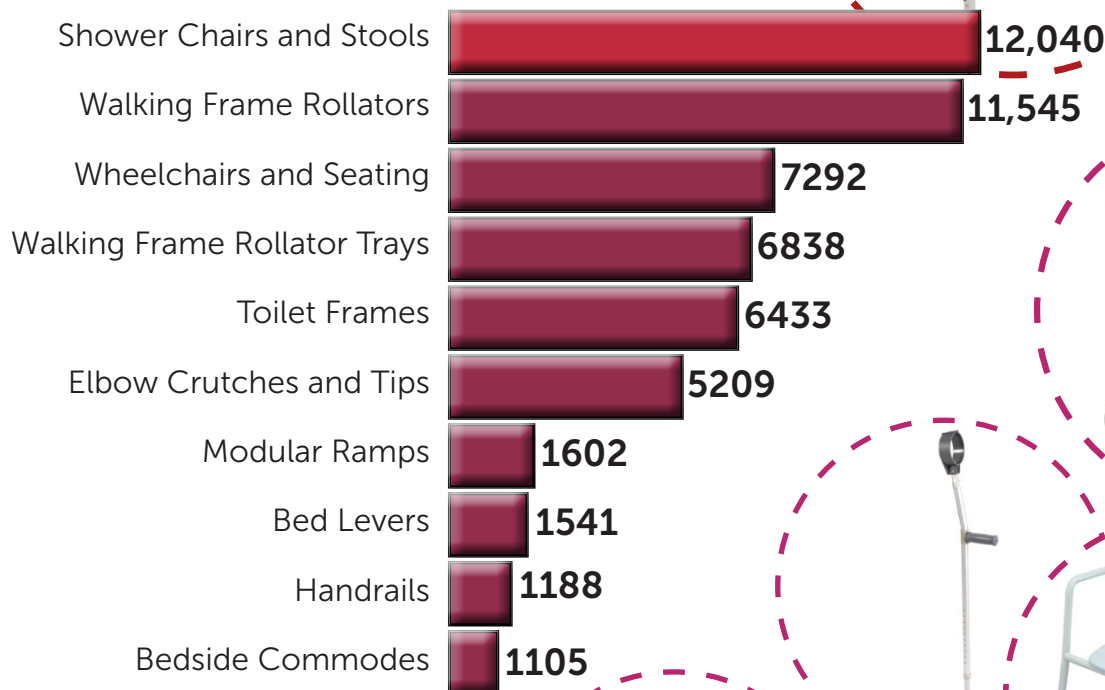
We have seen an increase in complex wheelchair/seating solutions and housing modifications, particularly for children aged from birth to 16 years. For example, installations of safety glass and security latches, fences and gates for children with autism and challenging behaviours.

More people with multiple/dual diagnoses

The number of people with complex diagnoses is increasing, particularly in those aged 16 to 64 years. A review of requests for level access showers showed that at least 50% of clients had more than one disability or disorder, such as a weight-related diagnosis. District Health Boards also report that they are seeing more people with high and complex health needs requiring multiple solutions.

TOP 10 equipment items issued in 2015/2016

The graph below shows the most common items of equipment issued by Enable New Zealand in 2015/2016. Often simple equipment – such as shower stools, walking frames and wheeled walkers – provide the support people need to stay independent and safe when carrying out daily activities.



KEY FACTS about people living with disability

- Almost one in four New Zealanders live with disability.
- At least 1,062,000 people living in New Zealand are limited in their ability to carry out everyday activities by at least one impairment.

- Impairments include: hearing, vision, physical, intellectual, psychological and other.
- For adults, physical limitations are the most common type of impairments.
- 64% of disabled adults are physically impaired.
- People over 65 are much more likely to be disabled (59%) than adults under 65 (21%).

(Source: Statistics New Zealand Disability Survey 2013)

Here is an example of the amount of equipment supplied to one person following a stroke:

This equipment was supplied by the hospital on discharge.

- Commode – still used every day by the caregiver to take client from the bed to the shower.
- Slide in bedside rail – used every day.
- Box raise for lounge chair – no longer needed.
- Peg feed night drip dispenser unit – no longer needed.
- Over bath wash stool – no longer needed.
- Slide board to transfer from wheelchair to the car – no longer needed.

This equipment was provided by Enable New Zealand under Ministry of Health funding guidelines.

- Wheelchair and cushion – could not be without this.
- Perching stool – used for 18 months.
- Bedside slide rail – cannot be without this.
- Over bed (or chair) table - invaluable for holding books, phone, pens and paper, drinks, and meals.
- Shower chair – still used every day.
- Blocks to raise the bed.
- Quad stick – uses this to go to and from the bathroom.
- Ramp – to get in and out of house.
- Over toilet frame – required when going away and no handrails available.

'The guys in the Enable New Zealand stores were always helpful and obliging and offered to do everything they could to help and make life that much easier.'

"Enable New Zealand has it all covered."

WHAT ABOUT THE EQUIPMENT?

Everyone knows about wheelchairs. But did you realise how much more equipment is available to help people live the best possible life with their disability?

This equipment was provided for a person living with Motor Neurone Disease:

- Cup with big handle and narrow side to reduce choking
- Kettle tipper
- A case of utensils to suit deteriorating hands
- Manual wheelchair
- Built-up peeler
- Ramp into house
- New bathroom
- Electric wheelchair
- Bedside table
- Recliner that assists with standing
- Blocks to raise the couches
- Bath lifter.

"Now I can get around my house. I can't tell you the difference this makes to my life."



Enable New Zealand NASC team members: Standing (L to R): Tracy Carroll, Sandy Pearce, Andrea Harding, Carolyn McPeak, Raewyn Cameron, Jo Martin. Sitting (L to R): Jacinta Hall, Helen Kakas

MAKING A DIFFERENCE THROUGH ENABLE NEW ZEALAND NASC

Supporting people to have choice, control, and flexibility over how they wish to live

Enable New Zealand NASC provides a Needs Assessment and Service Coordination (NASC) service for people aged from birth to 65 years living in the Manawatu, Palmerston North, Horowhenua, Otaki and Tararua regions. We allocate Ministry of Health-funded disability support services, which are delivered by contracted service providers. We also help people access other supports in their community.

As at 30 June 2016 Enable New Zealand NASC was working with:

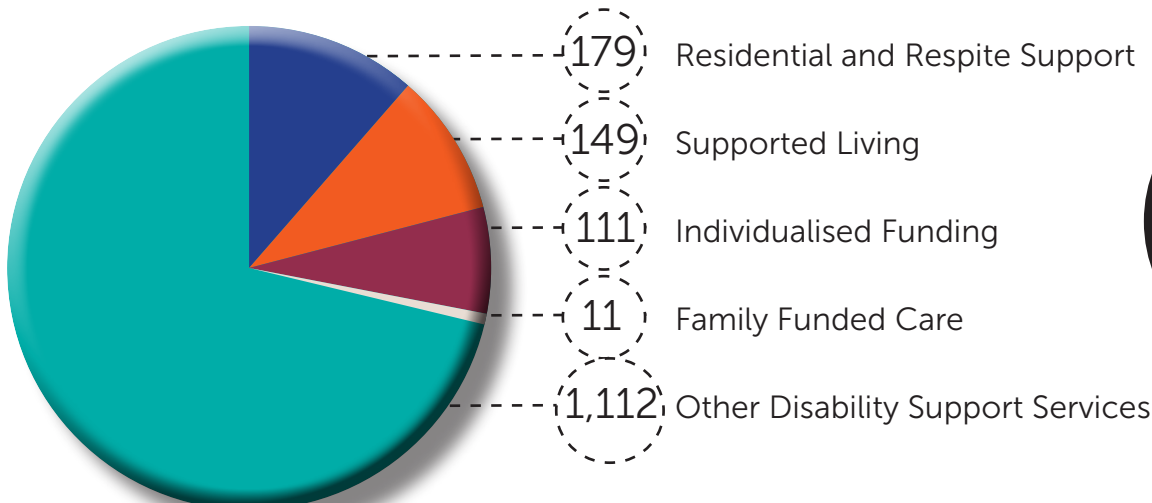
1,562 people who are eligible for disability support services (50 more people than in 2015).

41 disability support service providers.

Enable New Zealand provides NASC services on behalf of the Ministry of Health.

93% of Enable New Zealand NASC clients were satisfied with services provided.

Number of people accessing services through Enable New Zealand NASC services



Total clients
1,562

CHOICE AND INDEPENDENCE

Feeling positive about life again

An Enable New Zealand NASC assessor visited John who was living with a condition that affects his balance and walking. John was feeling frustrated and lonely being at home alone during the day. He wasn't able to go anywhere by himself and needed support when out in the community. John's wife works long hours to sustain their home and income. Several options were discussed and together we developed a support plan that included personal care, supported living and carer relief. John's family says that since supports have been put in place, he has been going to the beach with his support worker. They reported that last Christmas was the first he'd spent with the family in many years. John is now closer to his family and he is feeling positive about his life.



A great match

Enable New Zealand NASC received a referral for Steve who needed a relief carer. His family and carers had explored different services without much success. Steve could not find a person who he was comfortable with. We referred Steve to the National Carer Matching Service, which links people receiving Disability Support Funding with people offering home-based help. Steve found three possible relief carers in his area. He was able to read about each person, and decide who to contact and select. Steve and his family are very grateful that the National Carer Matching Service made it possible for them to find their own solution to a long term problem.



"The best thing that's happened for me"

Enable New Zealand NASC has been working for several years with Beth who has a condition that weakens the muscles in her body. When we first met Beth she stayed at home all the time, lacking the confidence to go out into her community. We organised some disability support services for her. On reviewing these services, we suggested that the Beth apply for Individualised Funding support. Individualised Funding gives disabled people more choice and control over who provides their disability support services, and how and when they use them. Recently we learned that Beth had set up a support group in her community for people with similar conditions to her own. And she had received a national award for her services. Beth told us that she would never have had the confidence to do anything like this before receiving Individualised Funding support. "It's the best thing that's ever happened for me."

**Personal details have been changed to protect the person's privacy. * Photos from image library.*

VEHICLE MODIFICATIONS

help Mike get around in his community

Mike was used to hoisting himself from his wheelchair into the driver's seat of his car and then dragging his wheelchair across his lap to rest on the passenger seat until needed at the journey's destination. The physical effort needed eventually caused injury to Mike's shoulder and was no longer possible.



Lower the ramp



Detach the winch hook



Hook up the wheelchair



Wheelchair space



On the way in



After seeing a work colleague's modified vehicle, Mike set about exploring possibilities for his own vehicle. There was nothing available in New Zealand that would suit his particular needs at that time. He attended a 'Show Your Ability' exhibition and was referred to a vehicle modifier in the UK who was in a wheelchair himself and understood the challenges. It took a while but eventually Mike took control of his modified Renault Kangoo van. The vehicle was partly funded by Ministry of Health. Mike has no doubt in his mind that it was worth every cent he personally contributed to maintain his independence.

Ready to go!

DISTRICT HEALTH BOARD VALUE-ADD SERVICES

Managing Short Term Loan (STL) equipment

Enable Online STL, our web-based inventory management system, helps District Health Boards (DHBs) track stocks of short term loan equipment after a person is discharged from hospital. The system was implemented with Southern District Health Board (Southland Region) in February 2016.

Enable Online STL has a unique innovation: the ability to transfer virtual ownership of equipment from the DHB to the Ministry of Health if the client needs the equipment in the long term. Transport costs are saved by not having to collect and replace the equipment. Also, the client is not inconvenienced.

Enable New Zealand is in discussions with other DHBs who have expressed an interest in Enable Online STL.



Colin Meadows delivers hire equipment

Providing hire equipment for comfort and safety at home

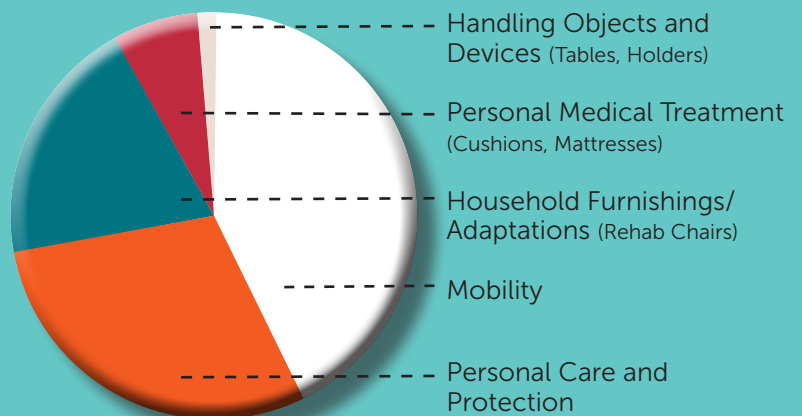
Enable New Zealand has a number of equipment hire arrangements with DHBs across the South Island to support clients in their homes. Since 2011 Enable New Zealand has managed Palliative Care Equipment Services for the Canterbury District Health Board. Over that time we have made more than 6,500 deliveries to palliative care patients and provided more than 21,000 items of equipment on loan.

We are delighted that Canterbury DHB has asked us to continue providing this satisfying service for another two years. From our warehouse in Christchurch we make deliveries anywhere from Kaikoura to Ashburton. The equipment is later collected or returned, cleansed and re-issued where appropriate.

Procurement savings

This graph shows the types of equipment that Enable New Zealand purchased on behalf of District Health Boards in the last year. By leveraging our purchasing power, DHBs can make savings on equipment for their own loan pools or hospital use. If you would like to enquire about the value you can save using our purchasing power, please direct your enquiry and orders to orders@enable.co.nz

Equipment purchased on behalf of DHBs 2015/2016 by ISO Code



MAKING A DIFFERENCE THROUGH COMMUNITY ENGAGEMENT

EASIE Living and Demonstration Centre enabling independence

In May 2016 Enable New Zealand won the Federation of Disability Information Centres Centre of the Year for its EASIE Living and Demonstration Centre. The award was in recognition of its innovative approach to

providing services to the disabled and ageing population. Our new flagship site has been open for several months now and continues to enjoy huge interest from the local community.

The Centre showcases a fully accessible home. It has working appliances, equipment and furniture that make it easier for people with disabilities and those who are ageing to remain in their own homes.



Central location for assessor training workshops

The EASIE Living and Demonstration Centre is also an educational hub for health professionals and other groups working in the health and disability sector. Our professional advisors have held some well-attended workshops for EMS Assessors – one on complex power wheelchairs and another on bathing and showering equipment for people with disabilities.

'Brilliant having the suppliers there'

Assessors came from Balclutha, Christchurch, Lower Hutt, Taranaki, Hawkes Bay, Palmerston North and Levin. As well as commending the presenters and workshop content, attendees had great things to say about the centre.

'Venue is great'

'Central location for shared learning amongst like-minded therapists'

'Really enjoyed workshop as presented, with combination of opportunity to trial and information presentation'

EASIE *living*
Enabling life, your way

Visit us at 585 Main Street,
Palmerston North - we're open
Monday to Saturday
For more information about EASIE
Living's range of services visit
www.easieliving.co.nz

TRYING OUT

the accessible kitchen at the EASIE Living Centre

Earlier this year Louise Williams visited the EASIE Living Centre in Palmerston North. She wanted to look at a demonstration model of a carport and try out some kitchen bench top options which could be incorporated into her house modifications. Louise relies on her wheelchair to move around but is fiercely independent around her home. With the right modifications and equipment Louise can continue to be independent.

Louise was impressed with the range of equipment and the thought that had gone in to choosing equipment, furniture and appliances for someone with her particular needs.

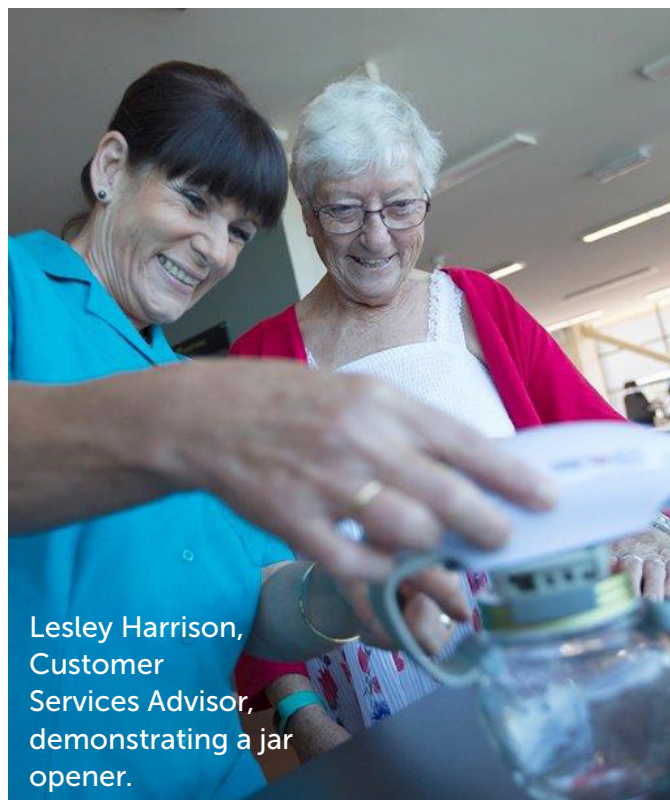
By being able to try out some options Louise felt more confident about what could work for her. Craig Gordon, her occupational therapist (ACC assessor) was able to work

with Louise to design a kitchen solution that would best meet her needs. Louise was more involved in the whole process, resulting in the right outcome for her. It also enabled a faster decision to be made so that work could progress on her home.

Louise and Craig discuss the bench height to ensure her wheelchair will fit under it so she can wash up, prepare meals, etc. in comfort and without over-extending.



Elizabeth Edens (EMS Advisor) and Graeme Edens (Wheelchair Technician) demonstrate a system for transferring a person to use a shower over the bath.

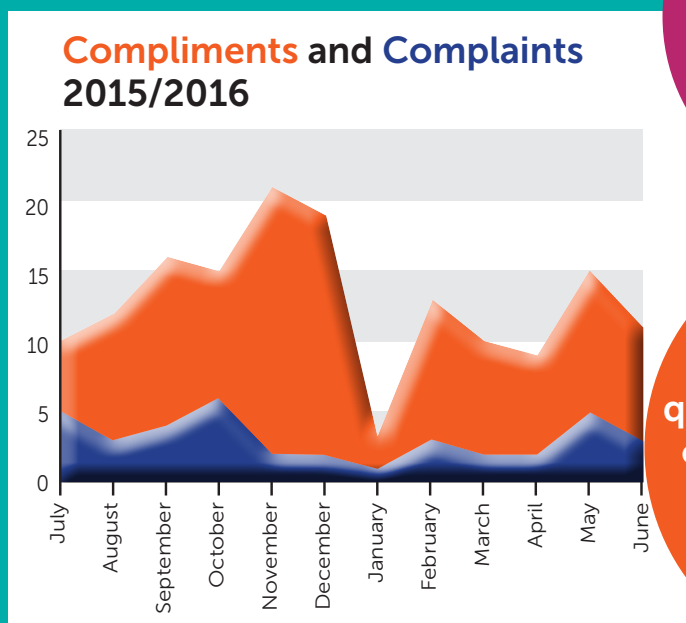


Lesley Harrison, Customer Services Advisor, demonstrating a jar opener.

CUSTOMER FEEDBACK

A customer complaint may highlight problems with our processes or people. Enable New Zealand actively seeks feedback about our services so we can keep improving.

We are pleased to have received many more compliments than complaints in 2015/2016, as the graph below shows.



Working with the staff for many years. The service is always prompt and timely; to the point; more than expected; neat and accurate; friendly; and accommodating.

Thanks to all the staff.

99.6% of clients found the equipment or housing/vehicle modification helpful for day to day tasks.

(Source: MOH EMS Client Satisfaction Survey 2016)

Client appreciative of independence of living in own home and the modifications.

Appreciation of help with hoist repair. Staff member was friendly, gave clear information, and followed through on promised action.

94.9% of clients satisfied with the quality of equipment or housing/vehicle modification received.

(Source: MOH EMS Client Satisfaction Survey 2016)

SHARING KNOWLEDGE

Our Christchurch-based EMS Advisor Rachel Brown was recognised this year for her research on the benefits of using lying supports for clients by being chosen to speak to 700 delegates at a European Seating Symposium held in Ireland.

Members of Enable New Zealand's Professional Advice team attended and presented at the 2016 OT clinical workshops held in Wellington. Congratulations to our



Pictured are Allison McNamara (NZROT), Sally Wallace (NZROT), Rachel Brown (NZROT) and Rachel Maher (NZPT).

EMS Advisor Allison McNamara, who received the OTNZ-WNA 2016 Achievement Award in recognition of her innovative practice, support to others within the profession, and the positive impact this has had on people receiving her services.

THE YEAR AHEAD

Enable New Zealand's focus will continue to be on ensuring that people have easy access to equipment and housing/vehicle modifications allowing them to live independently within their community.



Hearing Aid Management Services

From 1 July 2016 Enable New Zealand became the new national

provider for Hearing Aid Management Services after winning the tender process run by the Ministry of Health. We are partnering with Life Unlimited's Hearing Therapy Services to take a more holistic approach to hearing loss. We have identified a number of opportunities that might address the barriers to affordable health care faced by many New Zealanders, particularly elderly people on fixed incomes.

ACC National Housing Modifications Contract

Enable New Zealand was delighted when recently awarded the contract to undertake housing modifications on behalf of ACC covering all of New Zealand south of the Bombay Hills. With the necessary professional networks already in place we look forward to continuing this valuable service.

INTRODUCING FIRSTPORT New Zealand disability hub for information, services and support **IN 2017**

Enable New Zealand is redeveloping WEKA, the disability information website for all New Zealanders. It's the first stage in our project to combine our four websites* into a single technology platform for providing disability information in New Zealand.

WEKA will be rebranded as FIRSTPORT to represent what we are trying to achieve – a first port of call, a place to start. We want to provide more personalised and responsive online services so people can help themselves and connect with others quickly and easily. The name reflects a navigation theme: navigating the website, the jargon, the services available, the products in the marketplace and show where people can go next.



FIRSTPORT
Explore. Discover. Live.

FIRSTPORT has been developed in collaboration with the New Zealand Federation of Disability Information Centres to become the New Zealand disability hub for information, services and support.

FIRSTPORT will feature an online self assessment tool with guided advice and information, and an equipment database for both government-funded and self-funded equipment. These award-winning technologies were developed in the United Kingdom and have been licensed exclusively to Enable New Zealand.

*Enable New Zealand, WEKA Disability Information, EASIE Living, Disability Funding Information.

ABOUT US

Enable New Zealand has over 40 years' experience in providing services to the health, rehabilitation and disability sector. We hold regional and national contracts with the Ministry of Health, ACC and District Health Boards. We are New Zealand's largest provider of equipment and modifications to housing and vehicles. We are proud to support people living with disability.

Enable
NEW ZEALAND®

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A division of Mid Central District Health Board